

June 2, 2008

Balducci Realty & Builders, Inc.  
10173 Chamberlayne Avenue  
Mechanicsville, VA 23116

Dear Rick, Chris & Dennis,

Our family cannot adequately express the gratitude we feel to each of you at Balducci Realty & Builders for the service, care, and craftsmanship that you put into the construction of our new home. We feel so blessed to have gone through the building experience with you.

There are many companies out there that build *good* homes. There are several companies that build *great* homes. But, there are very few that can build a *great* home while at the same time building *great* relationships with their customers. You are one of the *great* ones!

Being one of the *great* ones requires two critical inputs. The first is easy, but requires you to make the right choice. It is materials. Simply put...you choose the best materials and never compromise on quality. It is evident by the construction of our home that you have chosen wisely and we are grateful!

The second critical input is much harder to obtain, but without it you will fail, even if you choose to use the best materials. It is selection of the *right* people. Finding the *right* people is hard work. You must find the perfect match of skill, ability, and attitude. While skill and ability can you get a *great* house, it is only through attitude that you can hope to build a *great* relationship. Our experience confirms that you have chosen to do the hard work...you have found the *right* people!

While we couldn't possibly know the names of each person that worked on our home during its construction, we did meet many of them and are proud to call them friends. We would like to recognize as many of them by name as we can and offer our sincere apology to those we may only recognize by face...we are thankful to each of you.

Robin Tyler...you didn't give up on us in the beginning when we weren't sure if we could make it come together. In fact, months passed between our first discussion and when we really got serious. Thanks for persevering!

Pat, Penny, and Ellen...each of you treated us like we were family whether it was on the phone or one of our many office visits. You always were on top of the paperwork and helped to make sure we had everything we needed. Thank you for your exceptional warmth and friendliness, and your outstanding organizational skills!

Bud and the Electrical Division...you all did an incredible job! I took a video of the wiring of the house before it got covered up...I am amazed at how perfectly you executed every aspect of wiring for lights, outlets, fans, and appliances. It is a work of art! And, Bud, special thanks to you for helping me think through where NOT to put my flood lights!

Andy Martin and the Security Division...many thanks for your solid work in delivering us a secure and 'connected' home. I really appreciate the support as I tackled some of the projects in this space...your wisdom and experience shined through in helping me be successful!

The Trim Team...awesome job on all the moldings, trim, and the built-in book shelves in the bonus room! With young children we needed durability, but also wanted an elegant attractiveness...you delivered!

Melissa ...you were incredible! Thank you for all the 'extra' efforts on our behalf. You took the time not only to fix the little items along the way that needed additional care, but you explained to us what you were doing and taught us how we (if we were feeling adventuresome!) could do for ourselves. We also are deeply appreciative for your advocacy and follow-up in getting our punch list (small as it was) completed. Our family really enjoyed getting to know you!

David Chipman...where to begin? Patience of a saint might be a good start! We are so very thankful for the time you spent going over details with us, investigating options (even some of the really off-the-wall requests!), answering phone calls (sometimes several a day!), and taking the time to make sure we really understood what was happening. There are so many aspects of our home that bear the mark of your wise counsel and thoughtful input. Because of your role, you, more than anyone else, had the opportunity to make or break the relationship element of our experience. We feel blessed to have gotten to know you, work with you, and call you friend.

Rick Balducci...you know your business! And we are so glad you do! In the early going when we were struggling to figure out what plan to use, what changes we could make, and how much it was going to cost, you were always the optimist. You seemed to always know the answer would eventually be 'yes' and you weren't afraid of tackling the hard work to help us all get there. Thank you for your patience with my spreadsheets and calculations. You represent your family's name with honor and integrity!

Balducci Realty & Builders Team...for each of you that are part of making this company successful, we are the beneficiaries of your efforts and we give to you our heartfelt thanks and appreciation. Well done, friends!!!

Sincerely,

The Ober Family – Keith, Kelly, Kathleen & Kevin